

# SOUTH DAKOTA GAS RATE SCHEDULE

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

Section No. 1  
6th Revised Sheet No. 2  
Canceling 5th Revised Sheet No. 2

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Service on and after  
**Jeffrey Decker**  
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**SAMPLE FORMS**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

Section No. 6  
7<sup>th</sup> Revised Sheet No. 1  
Canceling 6<sup>th</sup> Revised Sheet No. 1



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| Customer Name/Service Address     |  | Account Number   |            |
|-----------------------------------|--|--|------------|
| JOHN DOE<br>1234 MAIN ST HURON SD |  |  |            |
|                                   |  | Billing Date   | 99/99/9999 |
| Account Activity                  |  |  |            |
| <b>Energy Costs</b>               |  | Previous Balance 999.99                                    |            |
| Elec Cost Per Day 9.99            |  | Payments Received Through 99/99/9999 - Thank You 999.99 CR |            |
| Gas Cost Per Day .99              |  |  |            |
| <b>Information Center</b>         |  |  |            |
|                                   |  | <b>Account Summary</b>                                     |            |
|                                   |  | Previous Account Balance 999.99                            |            |
|                                   |  | Payments Received 999.99CR                                 |            |
|                                   |  | Current Charges 999.99                                     |            |
|                                   |  | Current Account Balance 999.99                             |            |
|                                   |  | Monthly Budget Payment 999.99                              |            |
|                                   |  | <b>Utility Service</b>                                     |            |
|                                   |  | Outdoor Lighting 999.99                                    |            |
|                                   |  | Electric 999.99  |            |
|                                   |  | Natural Gas 999.99   |            |
|                                   |  | Taxes 999.99   |            |
|                                   |  | Total Current Utility Charges 999.99                       |            |
|                                   |  | <b>Products &amp; Services</b>                             |            |
|                                   |  | Monthly Fixed Charges 999.99                               |            |
|                                   |  | Other Charges 999.99                                       |            |
|                                   |  | Other Taxes 999.99   |            |
|                                   |  | Adjustments 999.99   |            |
|                                   |  | Late Payment Fee 999.99                                    |            |
|                                   |  | 10/10/2006 Bank Draft Payment 999.99                       |            |
|                                   |  | <b>Total Amount Due 999.99</b>                             |            |

(See back of page for additional billing details)  
A late fee of \$2.00 plus 1% of the unpaid utility balance will be assessed if not paid by due date.

Return this portion of the bill with your payment.  
Please direct inquiries to 1-800-245-6977 24 hours per day.

Account Number

Date Due 99/99/9999  
Please Pay This Amount

Amount Paid

#XXXXXXX#  
#XXXX XXXX XX#  
JOHN DOE  
1234 MAIN ST  
HURON SD 57350-2043

NORTHWESTERN ENERGY  
PO BOX 1338  
BUTTE MT 59702-1338  
|||||

0000 00000000 01234569 000000000000

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# SAMPLE FORMS

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

Section No. 6  
6<sup>th</sup> Revised Sheet No. 1.1  
Canceling 5<sup>th</sup> Revised Sheet No. 1.1

Account Number 0123456-9

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## Products and Services

### Monthly Fixed Charges

|                            | Qty  |   | Unit Price | Monthly Charge | Balance |
|----------------------------|------|---|------------|----------------|---------|
| ServiceEdge Basic Contract | 1.00 | @ | 999.99     | 999.99 999.99  |         |

### Utility Billing Detail

| Rate |                      | Read Code       | Meter No | Read Dates From To       | Days | Meter Readings Current - Previous | Mult | Usage  | Units | Amount        |
|------|----------------------|-----------------|----------|--------------------------|------|-----------------------------------|------|--------|-------|---------------|
| 10   | Electric Residential | Actual          | 1014334  | 05/24 04/24              | 30   | 85073 84600                       | 1    | 473.00 | KWH   | 99.99         |
|      |                      |                 |          | Energy Charge            |      |                                   |      |        |       | 99.99         |
|      |                      |                 |          | Elec Fuel Purchase Power |      |                                   |      |        |       | 99.99         |
|      |                      |                 |          |                          |      |                                   |      |        |       | Service Total |
|      |                      |                 |          |                          |      |                                   |      |        |       | 99.99         |
| 81   | Gas Res Serv SD      | Actual          | 2056112  | 05/24 04/24              | 30   | 6677 6677                         | 1    | .00    | CCF   |               |
|      |                      |                 |          |                          |      |                                   |      | .00    | THERM |               |
|      |                      |                 |          | Local Delivery Charge    |      |                                   |      |        |       | 99.99         |
|      |                      |                 |          |                          |      |                                   |      |        |       | Service Total |
|      |                      |                 |          |                          |      |                                   |      |        |       | 99.99         |
|      | Taxes                | State Sales Tax | 9.99     | City Sales Tax           | 9.99 | Total Taxes                       | 9.99 |        |       |               |

This page for information only. All charges are included in the amount due on the cover page.

### **We appreciate the opportunity to serve you and welcome your feedback.**

We invite you to contact us with your suggestions, concerns or questions 24 hours a day at 1-800-245-6977, email us at [advocate@northwestern.com](mailto:advocate@northwestern.com), or write us at P.O. Box 1318, Attention: Customer Advocate, Huron SD 57350. South Dakota customers with unresolved questions or concerns may contact the consumer affairs division of the South Dakota Public Utilities Commission at 500 East Capital Avenue, Pierre, SD 57501, or by Telephone at 1-605-773-3201.

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**SAMPLE FORMS**

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
6<sup>th</sup> Revised Sheet No. 3  
Canceling 5<sup>th</sup> Revised Sheet No. 3

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

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Notice of Intent to Disconnect Service

DATE  
Account Number:  
Service Address:

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Dear CUSTOMER NAME,

Our records show your utility account with us is overdue in the amount shown below:

Disconnect Amount \$999,999.99 Total Amount of Bill \$999,999.99

Please disregard this notice if payment has been made. We are willing to work with you to resolve the payment of your utility account, which may include possible payment arrangements. Please call a representative at our Customer Contact Center at 1-800-245-6977.

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Unless payment of \$999,999.99 is received prior to 99/99/9999 service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee of \$49.00 plus tax during business hours (\$69.00 plus tax after business hours) will be required before your utility service is restored.

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You have the right to appeal the company's decision to the South Dakota Public Utilities Commission, 500 East Capitol, Pierre, SD 57501, telephone number 1-800-332-1782.

Residential disconnection may be postponed for one thirty-day period by presenting, prior to disconnection, a physician's certificate stating that disconnection would aggravate a resident's existing illness or handicap.

If you believe that some or all of the charges are in error, we encourage you to contact us to discuss the disputed charges. If we can not resolve the dispute, you should pay the undisputed portion of the bill and then appeal the disputed amount to the South Dakota Public Utilities Commission.

Sincerely,  
NorthWestern Energy  
Collections Dept.

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SAMPLE FORMS

NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA

Section No. 6  
Sheet No. 6  
Canceling 2<sup>nd</sup> Revised  
1<sup>st</sup> Revised Sheet No. 6

CUSTOMER NAME DATE  
MAILING ADDRESS  
CITY, STATE ZIP

RE: ACCOUNT NUMBER

Dear CUSTOMER NAME

NorthWestern Energy has received a return payment in the amount of \$X,XXX.XX on the above account. Your payment was returned for the following reason:

REASON

Please resubmit your payment within five (5) business days. If your account was previously in the termination process, it may continue. You may pay by choosing from any of the following options:

- 1) Mail your payment to Po Box 1338, Butte MT 59702
- 2) Pay online at [www.northwesternenergy.com](http://www.northwesternenergy.com)
- 3) Pay by phone with a NorthWestern Energy Customer Care Representative at 1-800-245-6977
- 4) Pay via the automated phone system:  
Checking, Savings and Money Market payments 1-800-218-4959  
Credit/Debit and ATM card payments 1-877-361-4927

Your cooperation is greatly appreciated. If you have any questions, please call our Customer Care Center at 1-800-245-6977. Our hours are 6am to 10pm.

Sincerely,  
NorthWestern Energy  
Collections Department

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**SAMPLE FORMS**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
**3<sup>rd</sup> Revised** **Sheet No. 7**  
**Canceling** **2<sup>nd</sup> Revised** **Sheet No. 7**

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

**Notice of Intent to Disconnect Service  
Due to Broken Agreement**

DATE

Account Number:

Service Address:

Dear CUSTOMER NAME,

NorthWestern Energy and a customer listed on the above account, had previously agreed upon an arrangement for payment of past due utility charges. Unfortunately, that arrangement has defaulted and the account is now subject to disconnect.

Unless the past due balance on the account of \$X,XXX.XX is paid prior to DATE, service will be disconnected. Once service is disconnected, in addition to payment of the utility bill, a reconnection fee of \$49.00 plus tax during business hours (\$69.00 plus tax after business hours) will be required before your utility service is restored. A deposit of one-sixth the estimated annual billing, or an increase to a current deposit to that level, will also be charged.

If you have questions in this regard, to make a payment, or to advise us of payment, please call our Customer Contact Center at 1-800-245-6977 to speak with a representative.

Your immediate response is greatly appreciated.

Sincerely,  
NorthWestern Energy  
Collections Dept.

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**SAMPLE FORMS**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
**3<sup>rd</sup> Revised** **Sheet No. 8**  
**Canceling** **2<sup>nd</sup> Revised** **Sheet No. 8**

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

**PAST DUE NOTICE**

DATE

Dear CUSTOMER NAME,

We still have not received settlement of your past due final bill.

Further action will be taken if this matter is not settled promptly.

Please mail your payment by return mail or call our Customer Contact Center at 1-800-245-6977 if you have any questions regarding your account or if you need to discuss possible payment arrangements.

Sincerely,  
NorthWestern Energy  
Collections Department

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Account No: XXXXXXXX-X    Amount Due: \$X,XXX.XX

Service At: SERVICE ADDRESS

Please return this portion with your payment

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**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
**Sheet No. 8.1**  
**Sheet No. 8.1**

2

## DATE

Dear CUSTOMER NAME,

We have made repeated requests for payment of your final bill. Please mail your payment by return mail or call our Customer Contact Center at 1-800-245-6977 if you have any questions regarding your account or if you need to discuss possible payment arrangements.

Unless payment of your account is made within 10 days, we will refer this matter to a collection agency for further action.

Sincerely,  
NorthWestern Energy  
Collections Department

Account No:999999-9      Amount Due:\$999,999.99

Service At: SERVICE ADDRESS

Please return this portion with your payment



**SAMPLE FORMS**

**NORTHWESTERN ENERGY**  
**HURON**  
**SOUTH DAKOTA**

**Section No. 6**  
**4<sup>th</sup> Revised** **Sheet No. 9**  
**Canceling** **3<sup>rd</sup> Revised** **Sheet No. 9**

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

DATE

RE: Account #  
Name of Issuer:  
Bank Name:  
Date of Check:  
Amount of Check: \$X,XXX.XX

Dear CUSTOMER NAME

Life is hectic, and sometimes details can fall through the cracks. According to our Records, the following has occurred with your NorthWestern Energy account:

The above referenced item has been returned to NorthWestern Energy for collections. Please pay the above amount in addition to a \$15.00 service charge by (DATE) to avoid further action, including possible disconnection of services. Please remit your payment of cash, money order, cashier's check or credit card to your nearest NorthWestern office.

If you have any questions or concerns, or to make a payment via credit card, please call us at 1-800-245-6977. If the above balance has already been paid, please disregard this notice. Thank you for your payment.

Sincerely,  
Credit/Collection Department  
NorthWestern Energy

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**SAMPLE FORMS**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

|           |                               |               |
|-----------|-------------------------------|---------------|
|           | <u>1<sup>st</sup> Revised</u> | Section No. 6 |
|           |                               | Sheet No. 29  |
| Canceling | <u>Original</u>               | Sheet No. 29  |

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**SAMPLE FORMS**

**NORTHWESTERN ENERGY  
HURON  
SOUTH DAKOTA**

**Section No. 6**  
**1<sup>st</sup> Revised** **Sheet No. 30**  
**Canceling** **Original** **Sheet No. 30**

CUSTOMER NAME  
MAILING ADDRESS  
CITY, STATE ZIP

DATE

Account Number:  
Service Address:

Dear CUSTOMER NAME,

Paying your NorthWestern Energy monthly budget bill is important. NorthWestern's Budget Payment Plan is a convenient way of paying the same amount each month. Because your budget account is past due, it is being removed from the Budget Payment Plan and the account is being billed in full. If you would like to discuss your account, please contact a representative immediately at 1-800-245-6977.

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NorthWestern's Budget Payment Plan makes paying your monthly utility bill easy. To make this process even easier we offer NorthWestern's EZ Pay. With NorthWestern's EZ Pay, your utility bill is automatically paid on the day you choose. To sign up for NorthWestern's EZ Pay or to get more information, please call our Customer Contact Center at 1-800-245-6977.

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Sincerely,  
NorthWestern Energy  
Collections Department

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